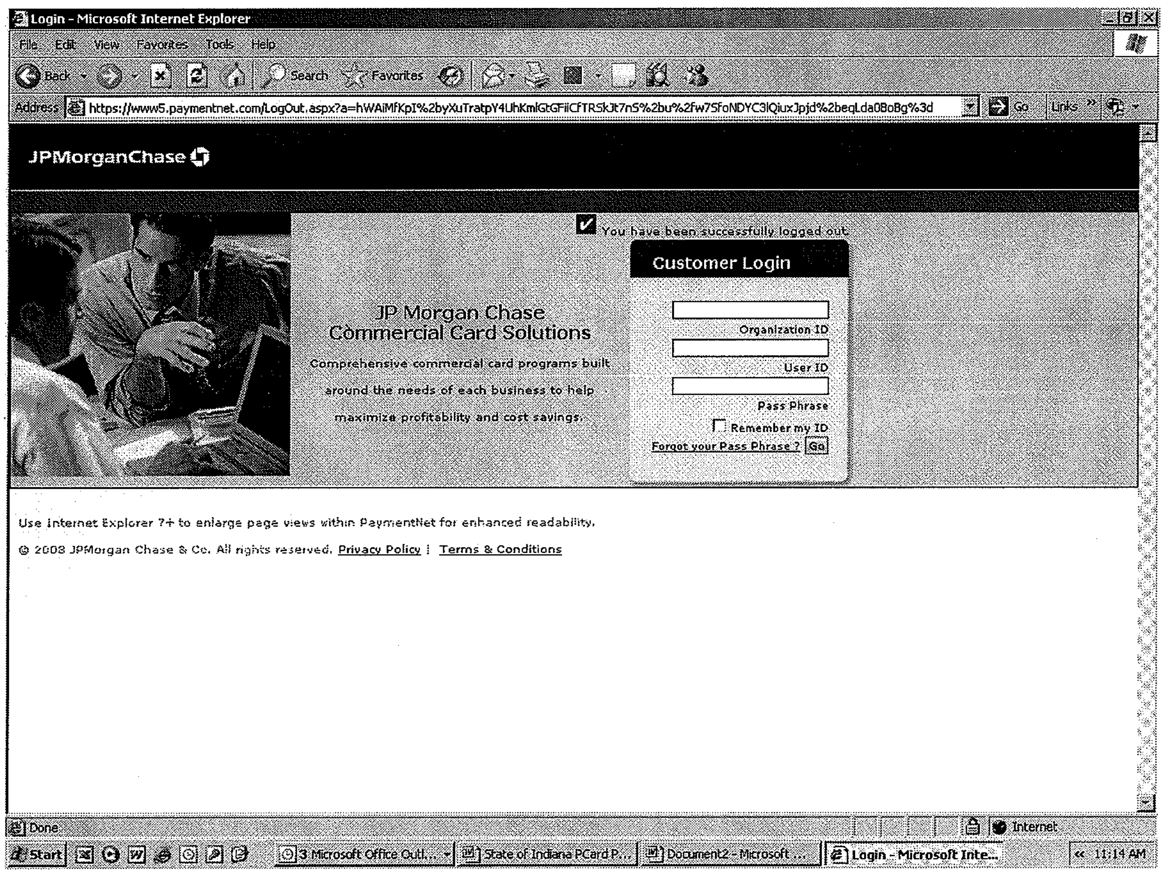
AGENCY PROGRAM ADMINISTRATORS
PAYMENTNET3 GUIDE

PaymentNet3 houses the official information about the accounts setup for each agency cardholder. The Agency Program Administrator has the ability to maintain the cardholder information including cancellation of the account. The following guide will show the Agency Program Administrator the information that can be changed and how to accomplish this task as well as how to cancel a card.

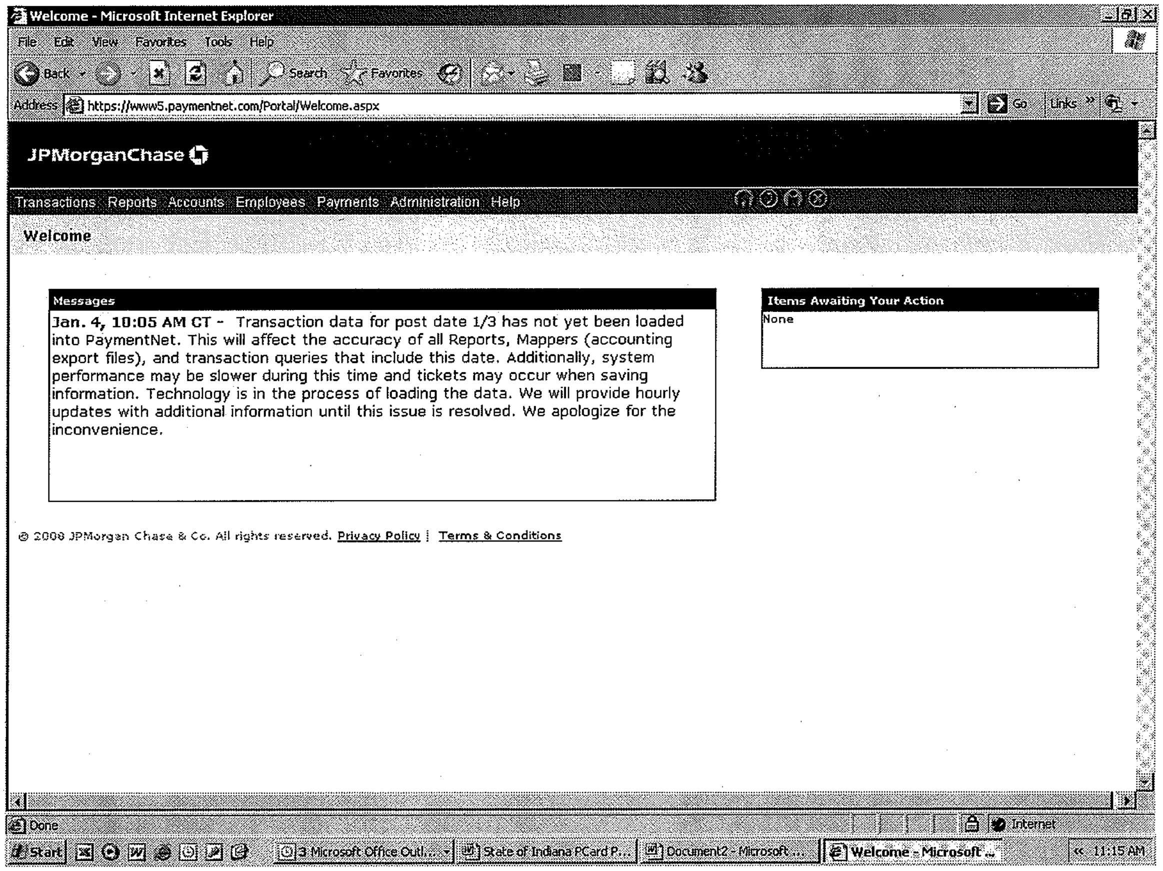
Accessing PaymentNet3

PaymentNet3 is the JP Morgan Chase system that houses all account information for each agency. The Program Administrator will access the PaymentNet3 system at https://www5.paymentnet.com/. The log-in screen is shown below.



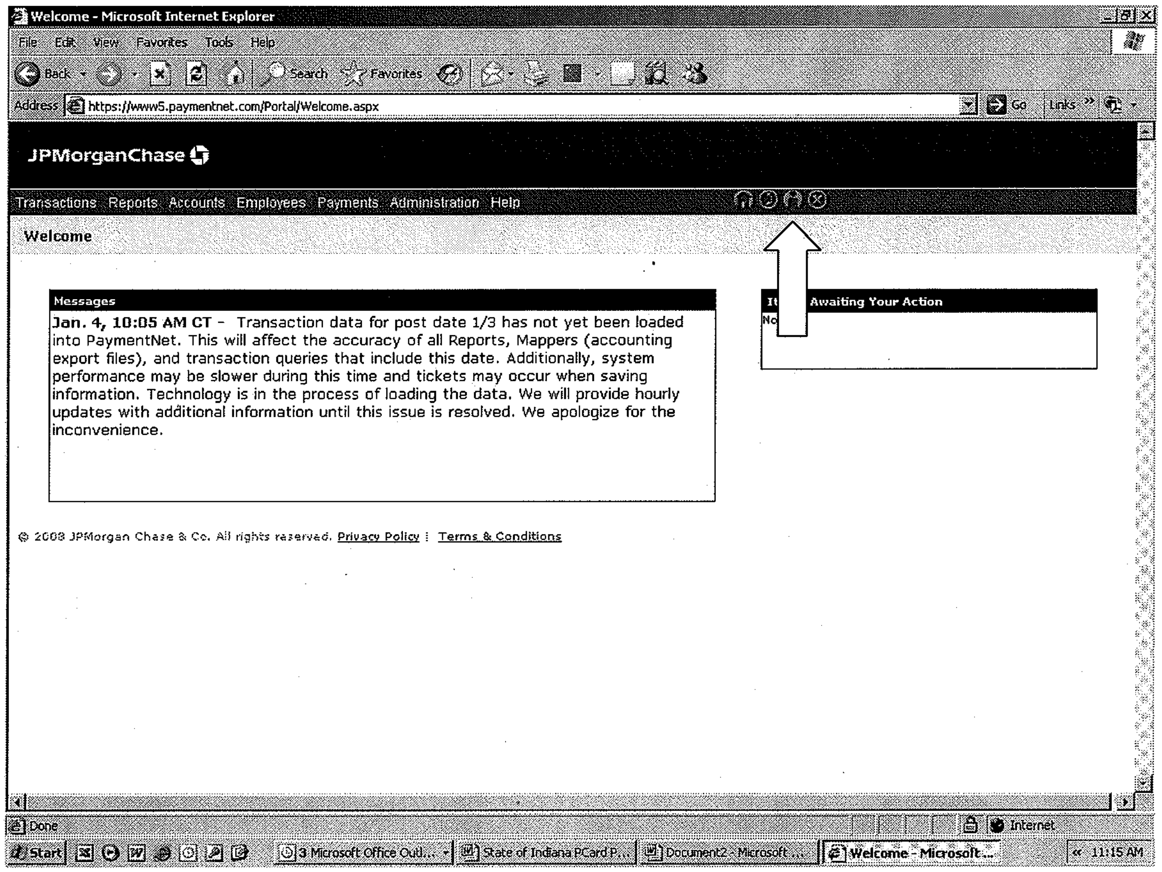
The Program Administrator will be given the Organization ID (stofind), User ID (ENCOMPASS ID), and initial Pass Phrase during the setup of the agency account.

Sign-on using the information provided by the IDOA Contract Administrator. You will see the following screen. After signing-on for the first time you will need to change your pass phrase to something you will remember. If you have changed your pass phrase skip the next section.

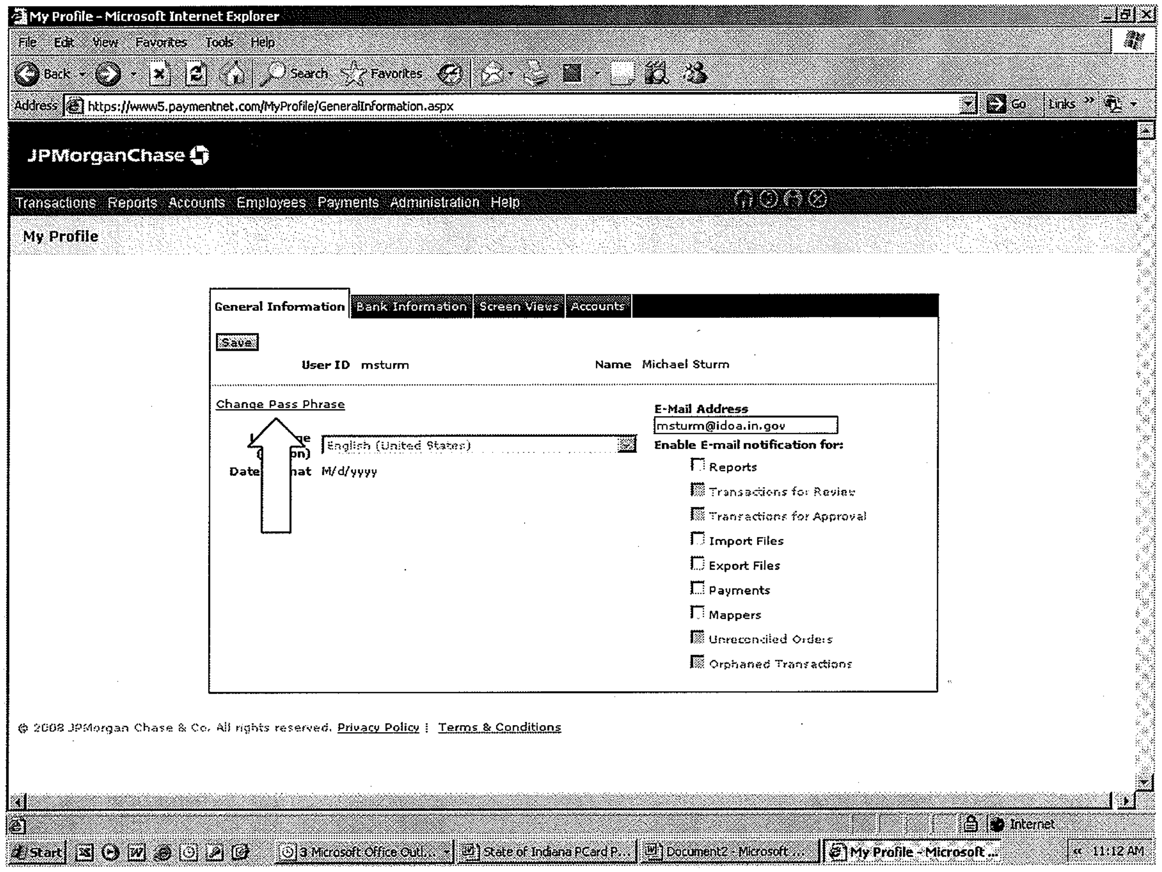


Changing Pass Phrase

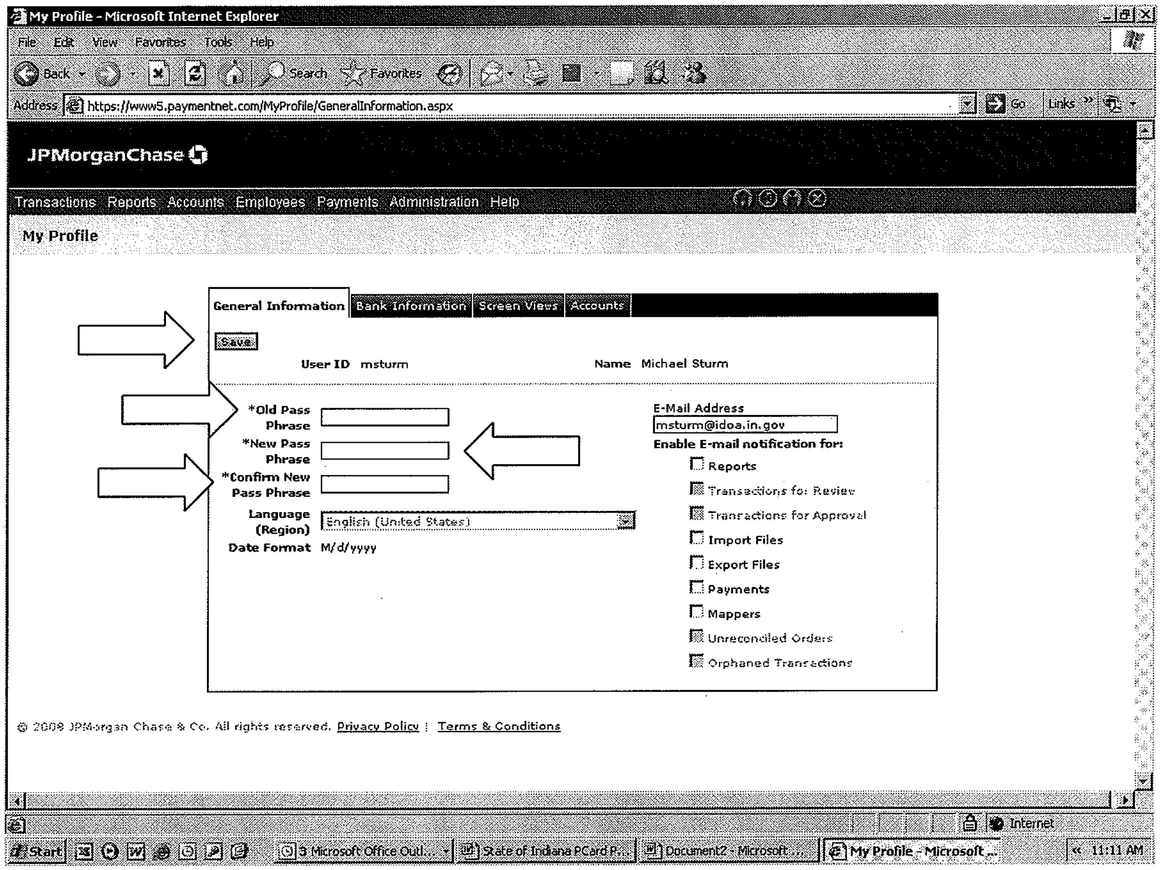
Change the Pass Phrase by clicking on the My Profile Icon. This is the little man icon in the gray banner line as noted by the arrow below. Clicking the icon will take the user to the My Profile page.



The following screen is the My Profile screen. To change the Pass Phrase the user must click the Change Pass Phrase link. This will take the user to the next screen.



The following screen is what the user will see upon clicking the Change Pass Phrase link. On this screen the user will be able to change their Pass Phrase. To change the Pass Phrase the user will need to enter three (3) pieces of information before clicking the save button to change their Pass Phrase. The user needs to enter the Old Pass Phrase, New Pass Phrase and then Confirm New Pass Phrase. Remember that the Pass Phrases are all case sensitive. Once the user has entered all three pieces of information the user needs to click the Save button and their Pass Phrase is now changed.

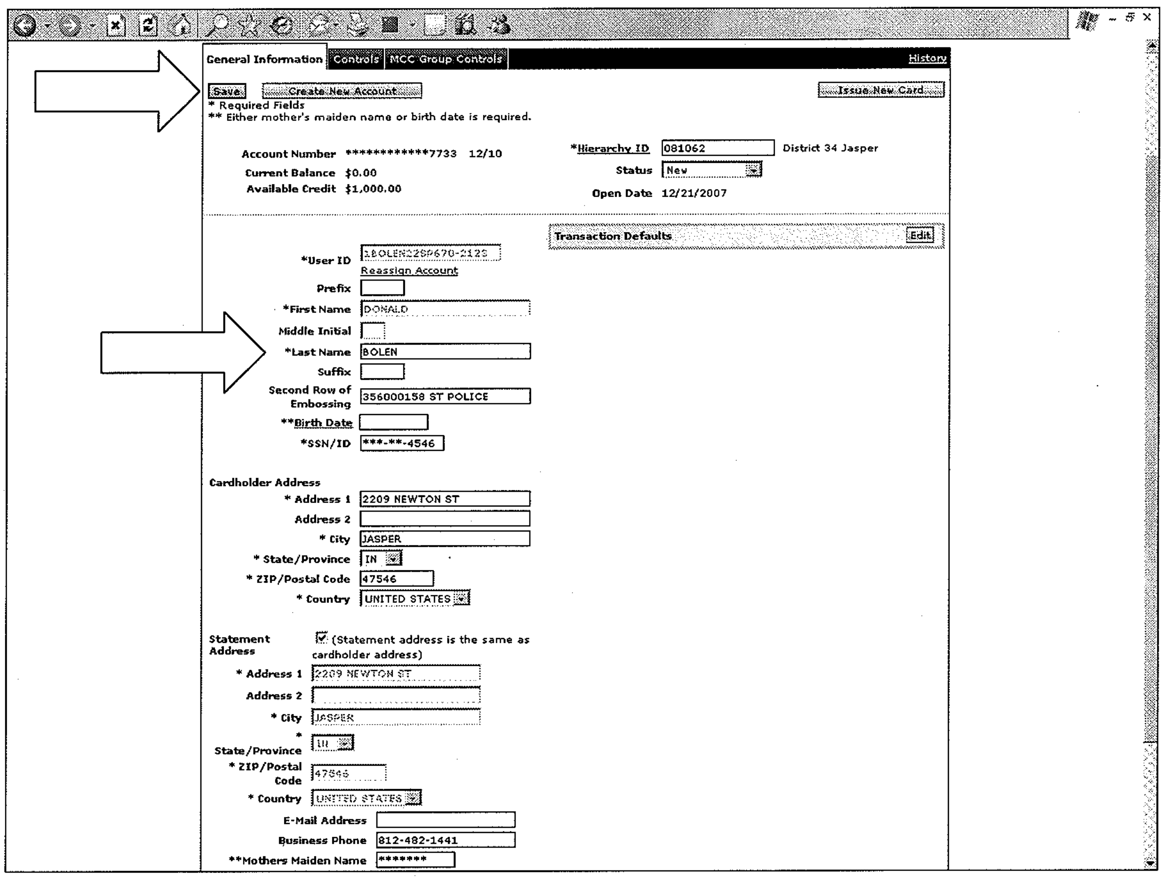


The rest of the guide will show the user how to maintain the cardholder information in PaymentNet3. This maintenance includes, last name change, address change including phone number, hierarchy change and closing a card due to lost/stolen or account not needed.

Cardholder Information Maintenance

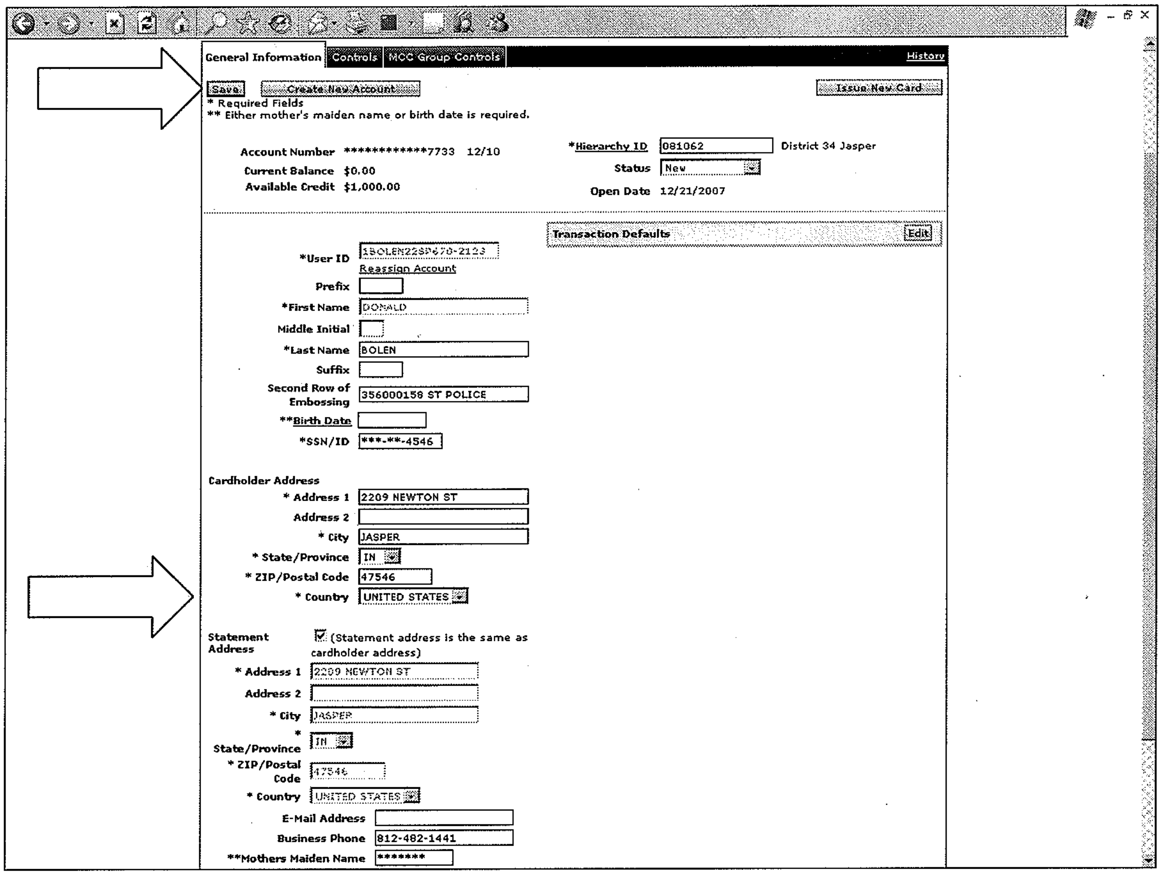
Changing Last Name

To change the last name on a cardholder follow the navigation of Accounts > Manage. This will take you to the listing of all cardholders for your agency. Next you must search for the cardholder to be changed. Click on the cardholder name and you will be taken to the following screen. On this screen you will need to then change the last name of the cardholder then click save. If this is the only item you need to change on this cardholder then precede to Issue New Card otherwise complete the rest of the maintenance as outlined in the following pages.



Changing Cardholder/Statement Address

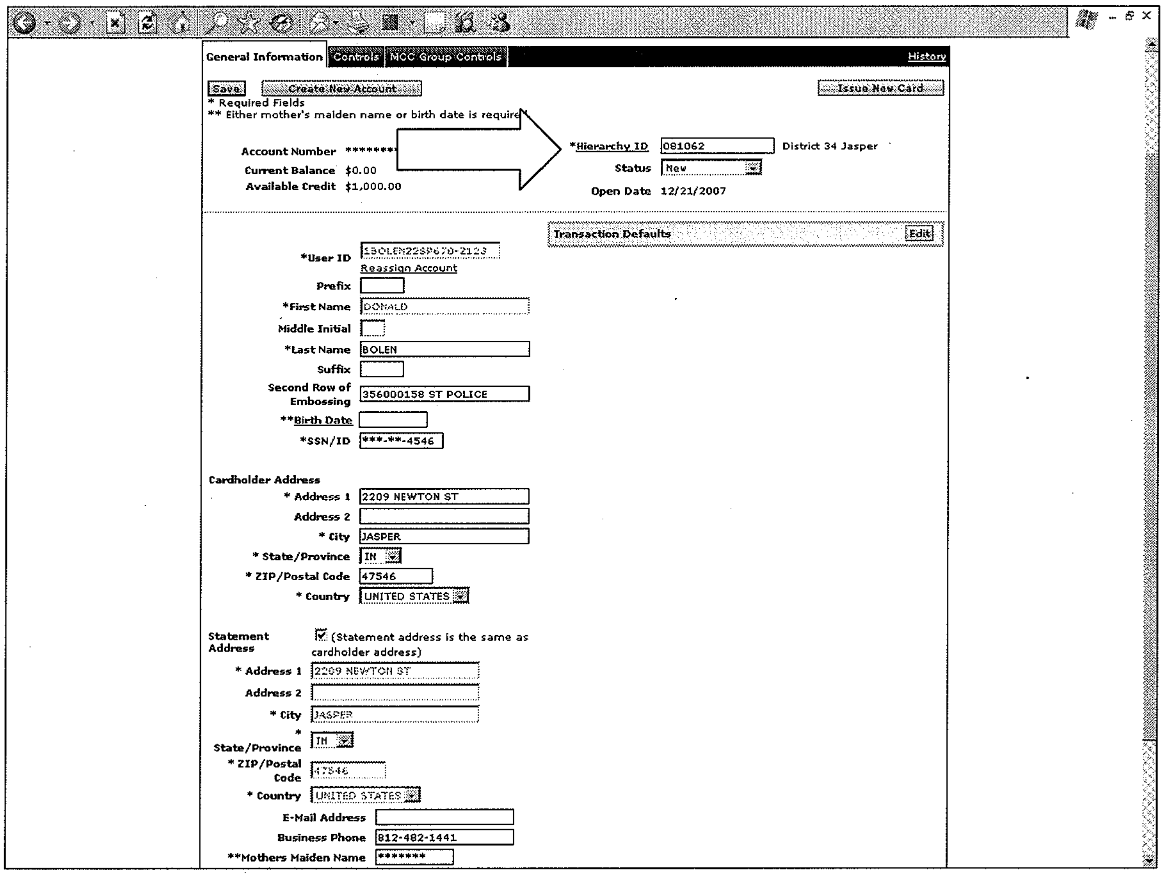
To change either the Cardholder address (address for delivery of new card and non statement items) or the Statement address for a cardholder follow the navigation of Accounts > Manage. This will take you to the listing of all cardholders for your agency. Next you must search for the cardholder to be changed. Click on the cardholder name and you will be taken to the following screen. On this screen you will need to then change address of the cardholder then click save. If this is the only item you need to change on this cardholder then precede to Issue New Card otherwise complete the rest of the maintenance as outlined in the following pages.



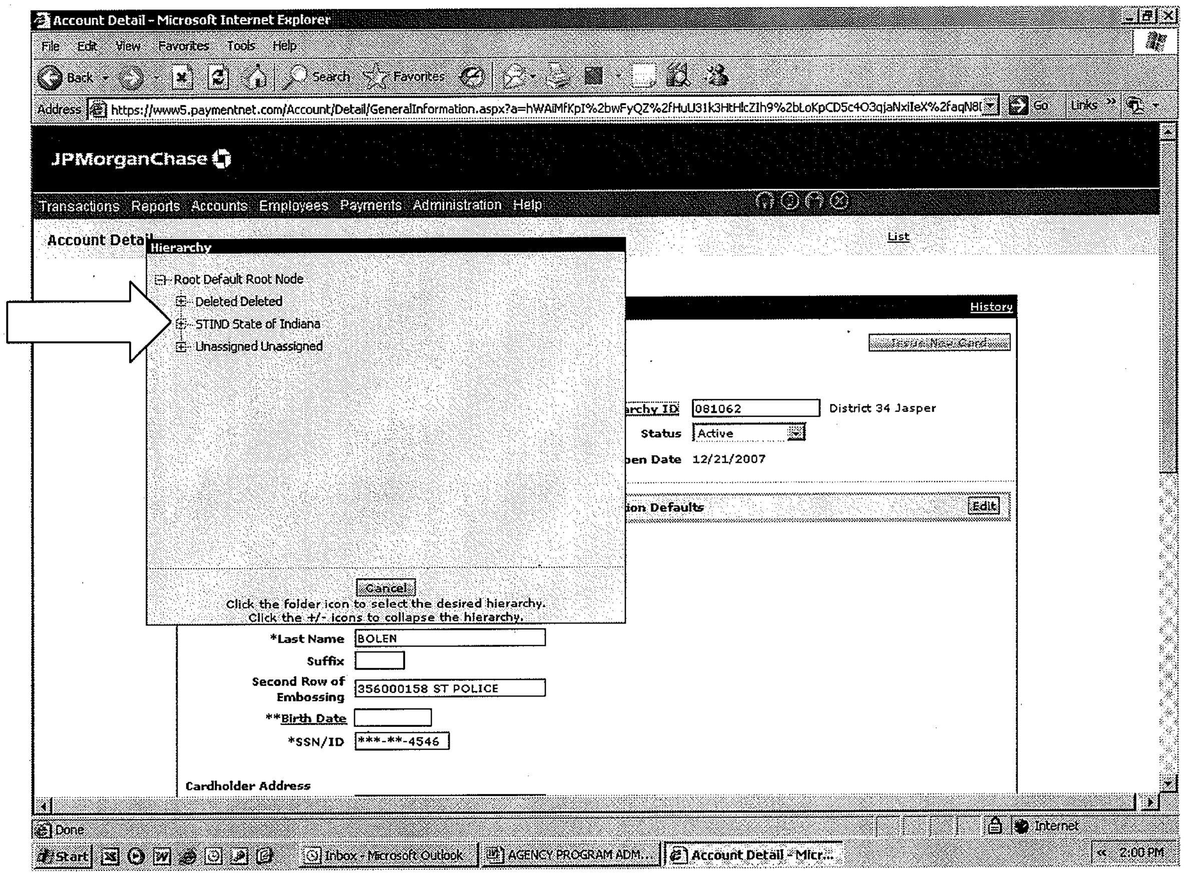
Assigning Cardholders Hierarchy

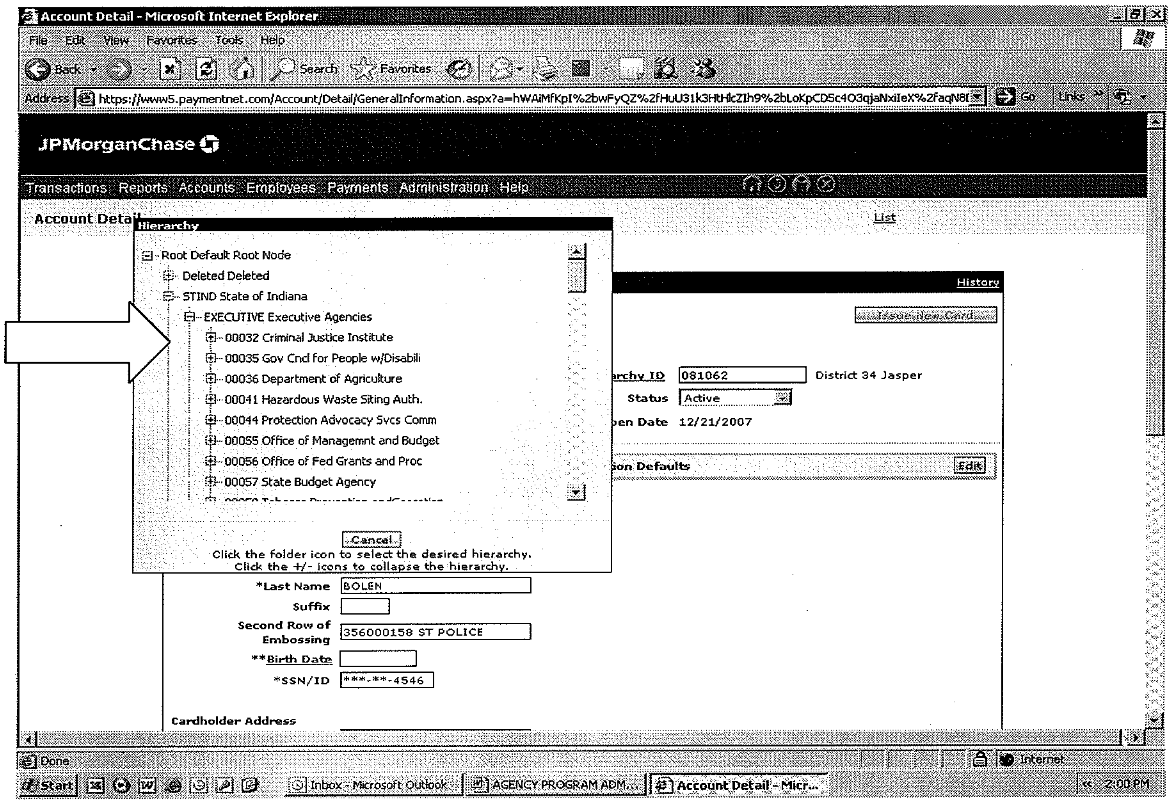
PaymentNet3's reports are generated based on the hierarchy of the card. To assign a card for a cardholder to the correct hierarchy or to change hierarchy assignment follow the navigation of Accounts > Manage. This will take you to the listing of all cardholders for your agency. Next you must search for the cardholder to be changed. Click on the cardholder name and you will be taken to the following screen.

Either enter the hierarchy number (if known) or click on the Hierarchy ID link to search for the correct hierarchy ID.



Once the Hierarchy ID link is clicked the following pop-up will be seen. To search for the needed hierarchy ID click the + sign next to STIND State of Indiana to expand the selections. Next click the + sign next to the group of which you are a member agency (Executive for most). Then find your agency by business unit number and name. Click on the + to expand to show all of your hierarchy IDs. Once you have found the correct hierarchy ID, then click the name of the ID and this will assign the cardholder and their information to this hierarchy. Click save to finish.




Account Detail - Microsoft Internet Explorer
File Edit View Favorites Tools Help
https://www5.paymentnet.com/Account/Detail/GeneralInformation.aspx?a=hWAiMfKpI%2bwFyQZ%2fHuU31k3HtHlcZIh9%2bLoKpCD5c4O3qjaNxiIeX%2faqN8
JPMorganChase
Transactions Reports Accounts Employees Payments Administration Help
Account Detail
Hierarchy
Root Default Root Node
Deleted Deleted
STIND State of Indiana
EXECUTIVE Executive Agencies
00032 Criminal Justice Institute
00035 Gov Cncl for People w/Disabili
00036 Department of Agriculture
00041 Hazardous Waste Siting Auth.
00044 Protection Advocacy Svcs Comm
00055 Office of Managemnt and Budget
00056 Office of Fed Grants and Proc
00057 State Budget Agency
Cancel
Click the folder icon to select the desired hierarchy.
Click the +/- icons to collapse the hierarchy.
List
History
Issue New Card
081062
District 34 Jasper
Status
Active
12/21/2007
Edit
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Cardholder Address
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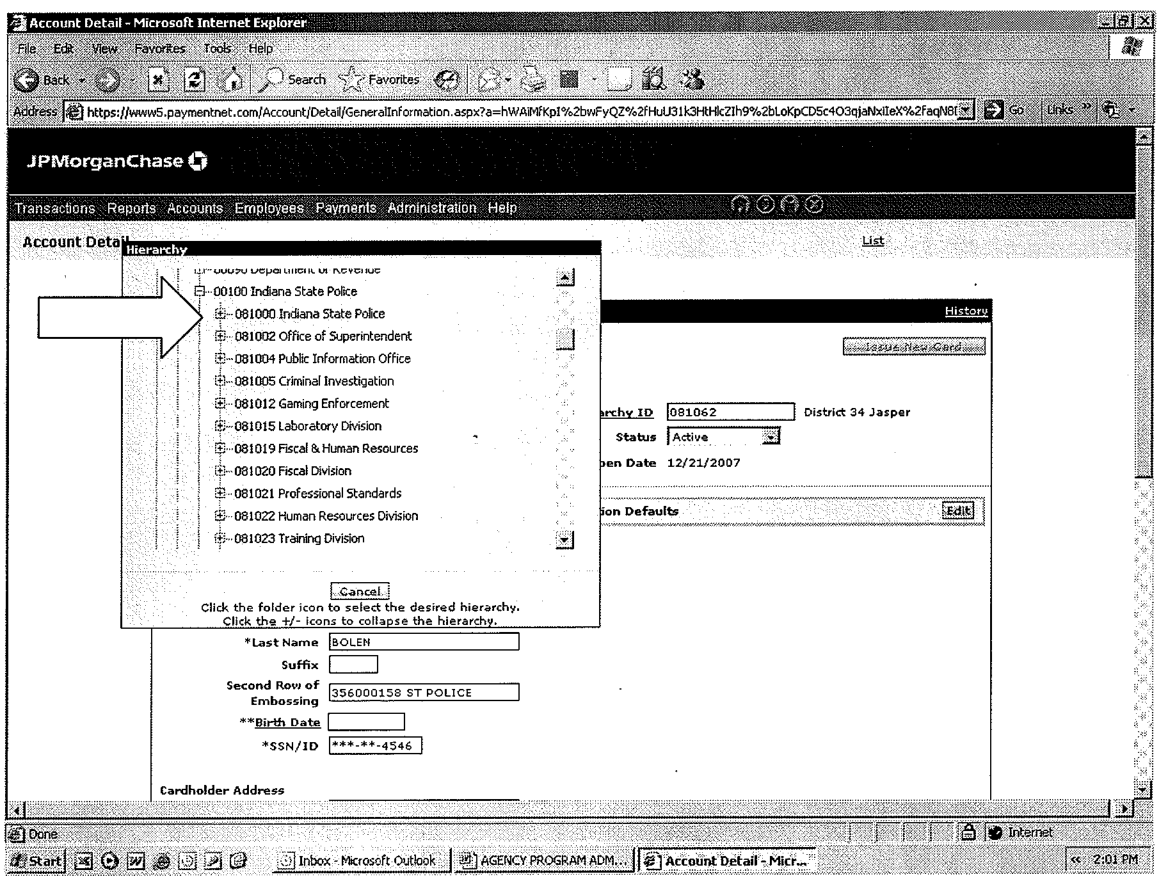
Inbox - Microsoft Outlook
AGENCY PROGRAM ADM...
Account Detail - Micr...
2:00 PM


Account Detail - Microsoft Internet Explorer
File Edit View Favorites Tools Help
https://www5.paymentnet.com/Account/Detail/GeneralInformation.aspx?a=hWAiMfKpI%2bwFyQZ%2fHuU31k3HtHlcZIh9%2bLoKpCD5c4O3qjaNxiIeX%2faqN8
JPMorganChase
Transactions Reports Accounts Employees Payments Administration Help
Account Detail
Hierarchy
00100 Indiana State Police
081000 Indiana State Police
081002 Office of Superintendent
081004 Public Information Office
081005 Criminal Investigation
081012 Gaming Enforcement
081015 Laboratory Division
081019 Fiscal & Human Resources
081020 Fiscal Division
081021 Professional Standards
081022 Human Resources Division
081023 Training Division
Cancel
Click the folder icon to select the desired hierarchy.
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List
History
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Status
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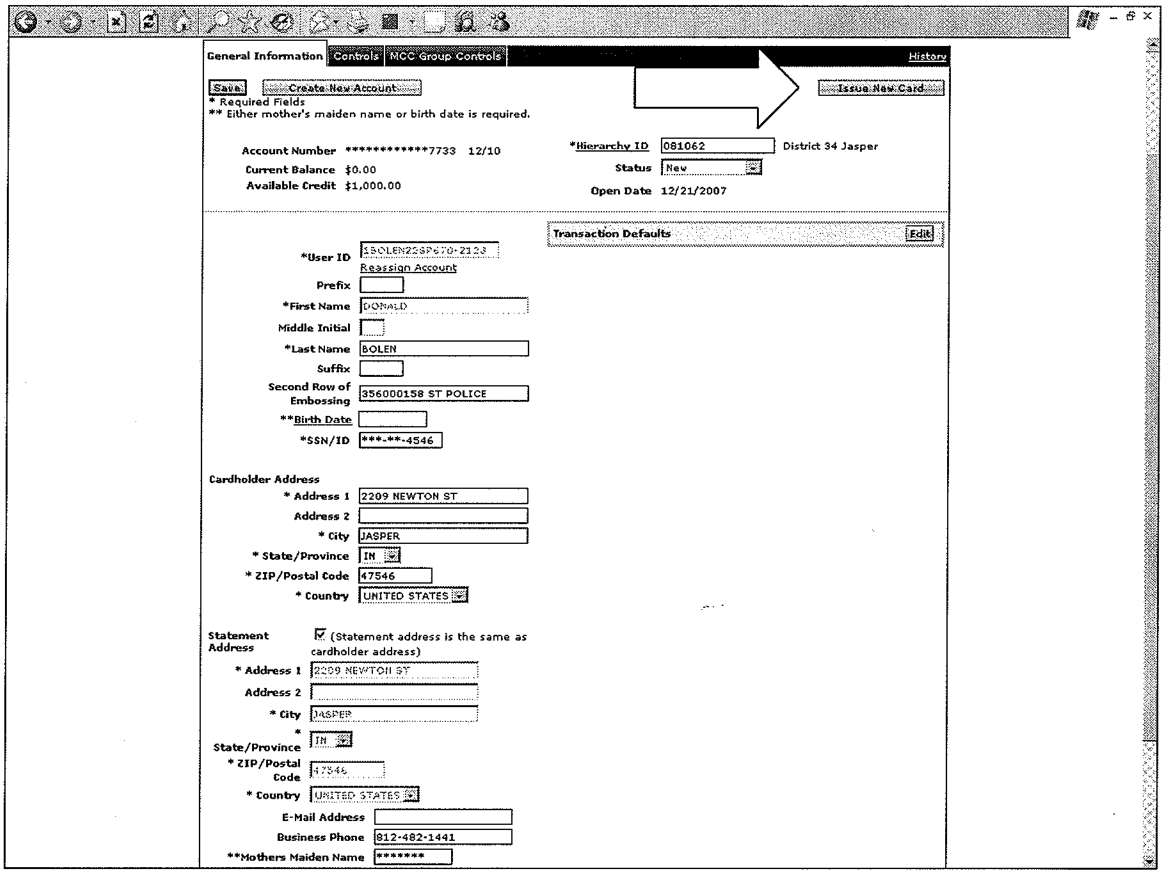
12/21/2007
Edit
*Last Name
BOLEN
Suffix
Second Row of Embossing
356000158 ST POLICE
**Birth Date
*SSN/ID
***-**-4546
Cardholder Address
Done
Internet
Start
Inbox - Microsoft Outlook
AGENCY PROGRAM ADM...
Account Detail - Micr...
2:01 PM

Issue New Card

If you have made changes to the cardholder's last name or the cardholder needs a new card issued follow the navigation of Accounts > Manage. This will take you to the listing of all cardholders for your agency. Next you must search for the cardholder to be changed. Click on the cardholder name and you will be taken to the following screen.

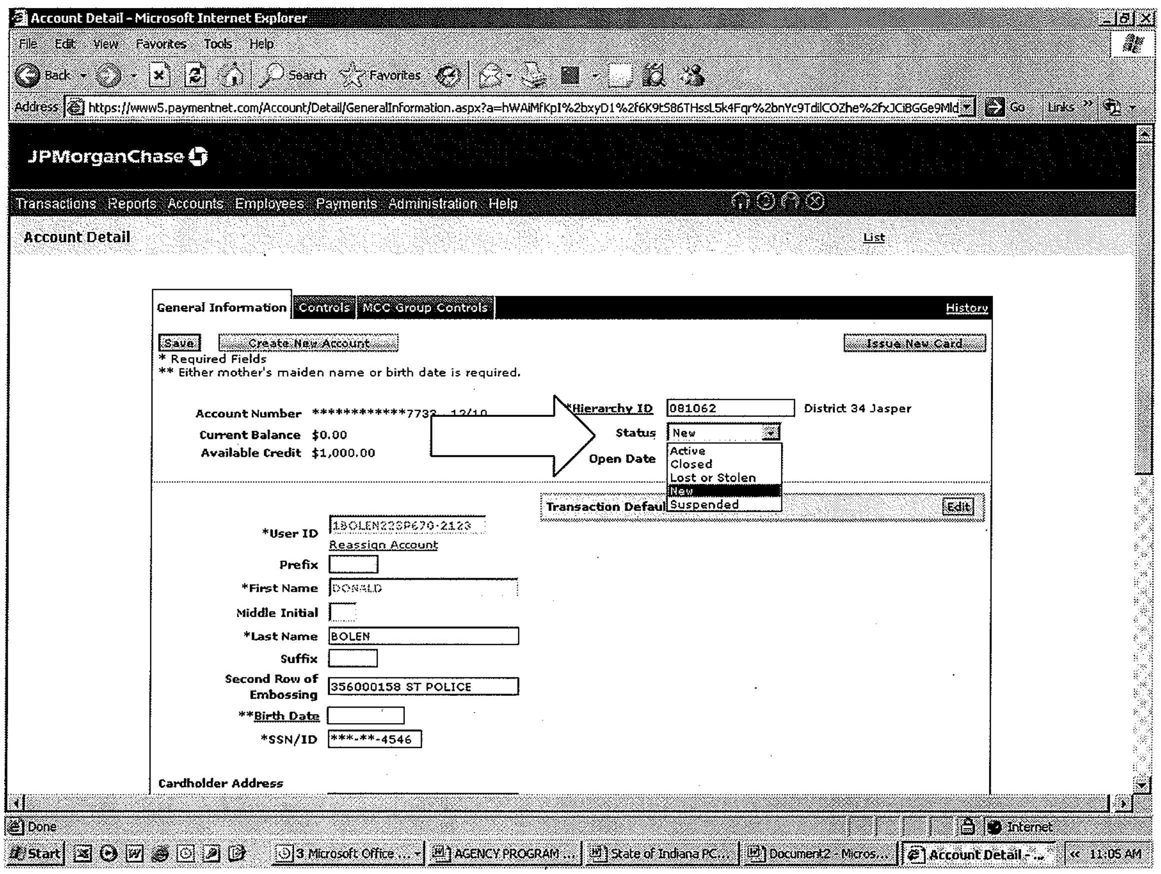
To issue a new card click the Issue New Card button. The card information will be verified by JP Morgan Chase and a new card will be issued. The new card will be sent in 3-5 business days.



Close/Cancel/Suspension of Card

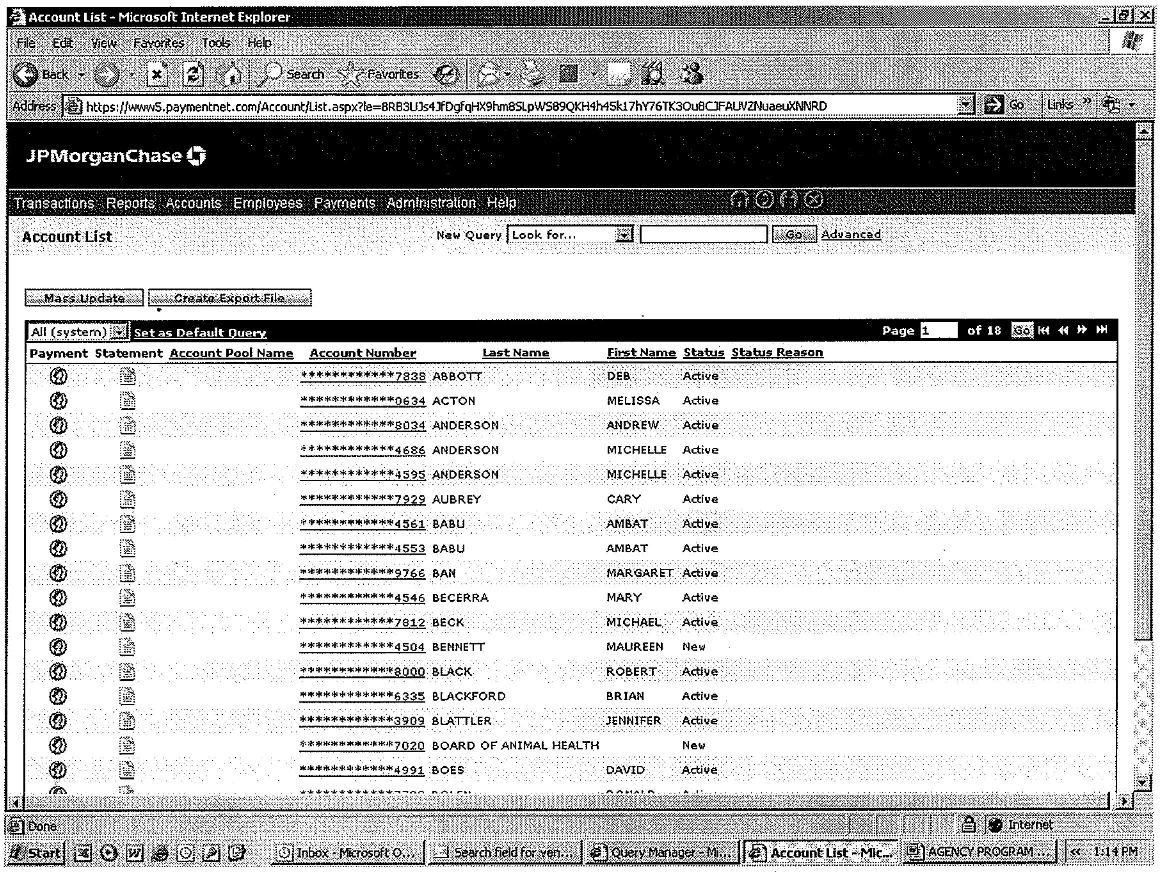
If a card needs to be closed, canceled due to lost or stolen, or suspension of card due to policy violations follow the navigation of Accounts > Manage. This will take you to the listing of all cardholders for your agency. Next you must search for the cardholder to be changed. Click on the cardholder name and you will be taken to the following screen.

Click on the drop arrow of the Status box to see all available selections for the selected card. Choose the correct status. Depending on the status a reason might have to be given. Choose the most appropriate reason. Click save to confirm the status selection and reason.

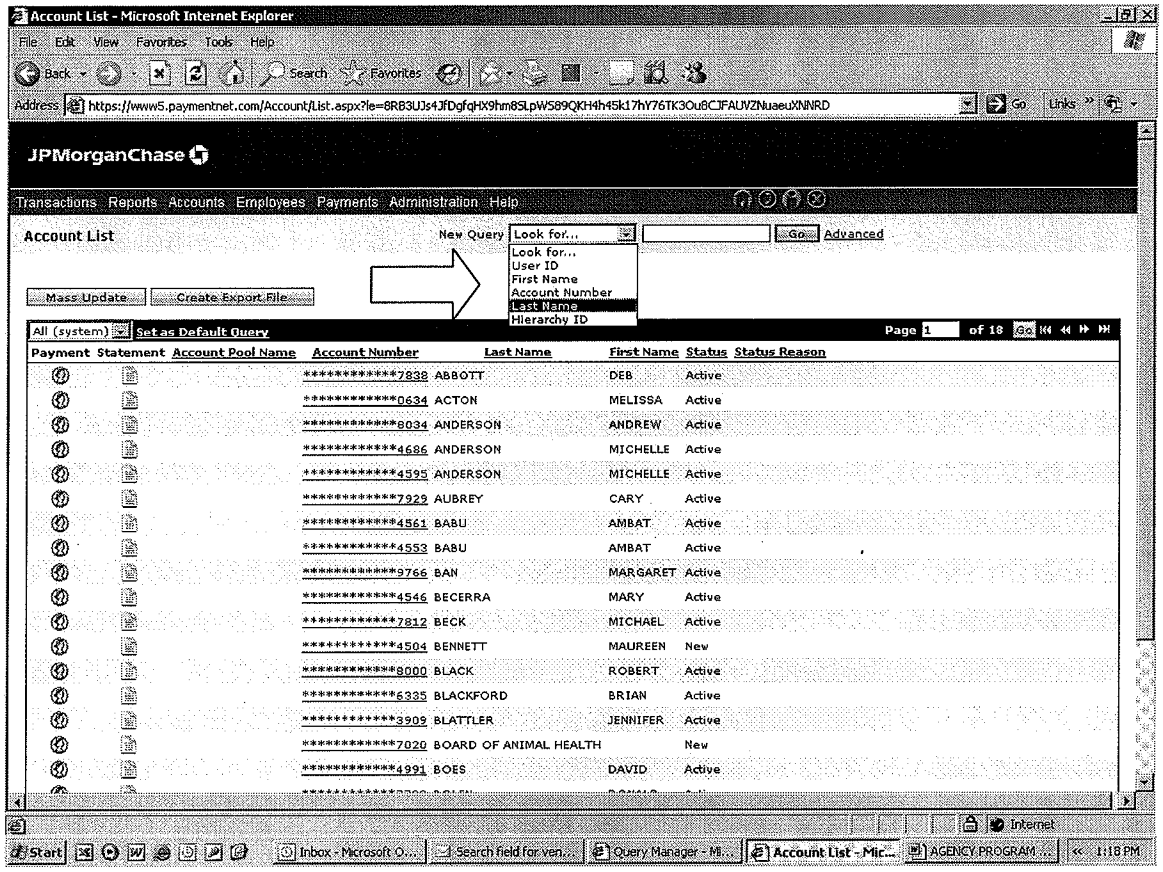


Printing Statements

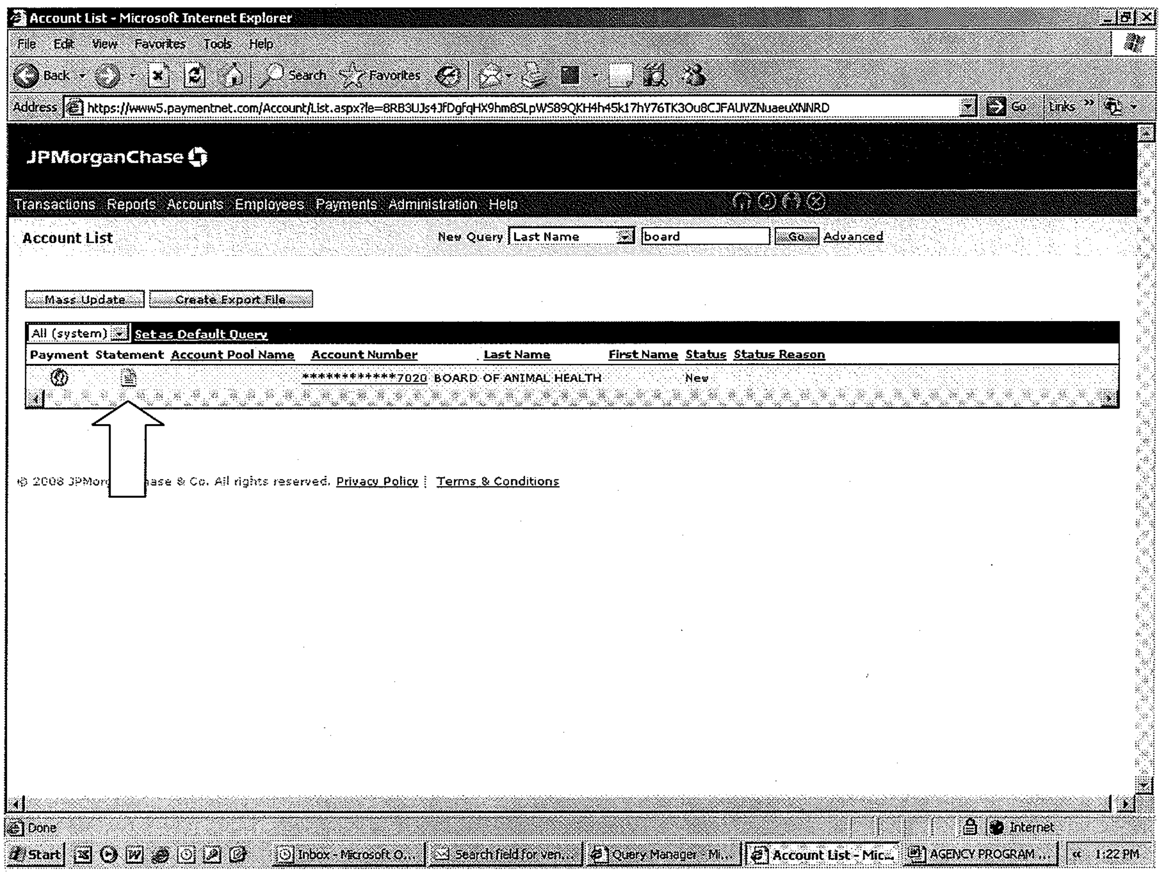
If a cardholder has not received or has lost their monthly statement, the following instructions will show you how to obtain a copy of the statement. First navigate to Accounts > Manage. This will take you to the following screen. At this screen you will see all of the available accounts to which you have access.



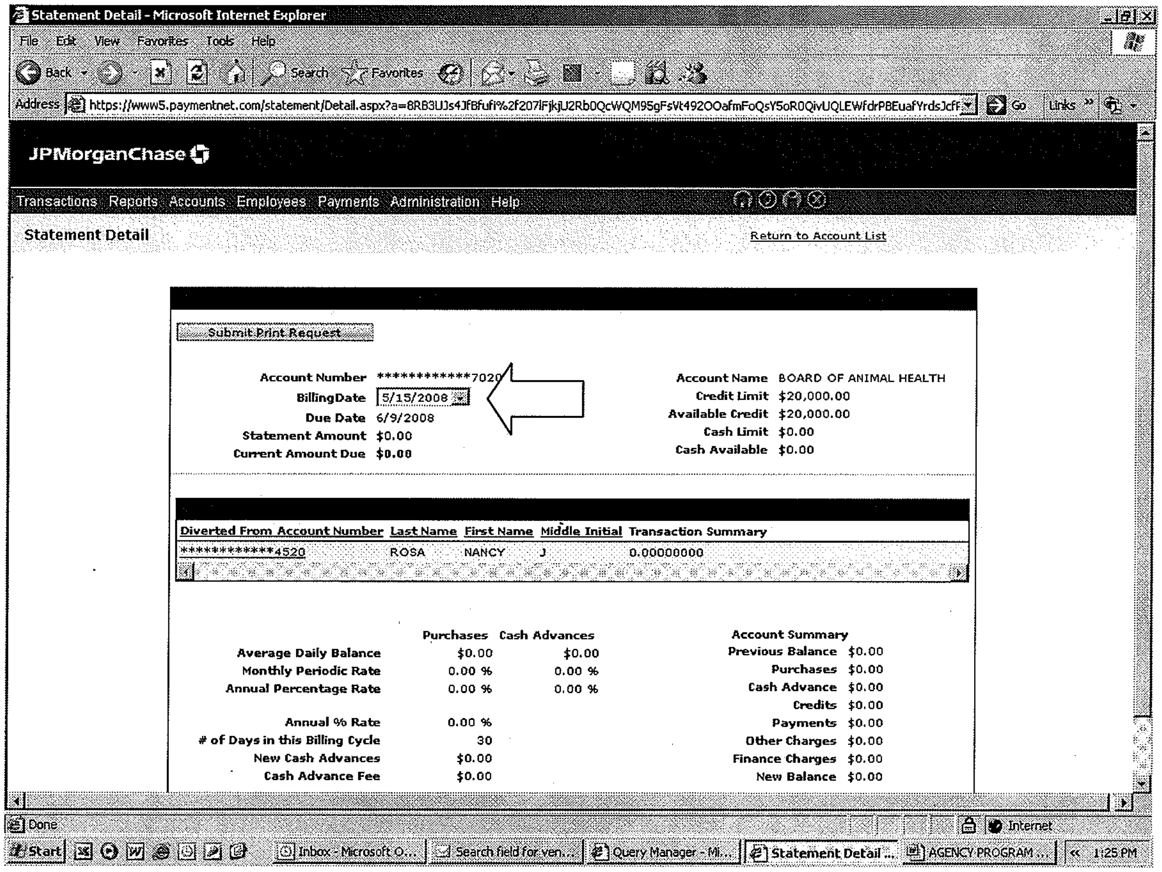
The best way to find the appropriate account is to search by the last name of the cardholder. Two items will have to be completed to search for the cardholder. The first is to change the New Query drop down box to Last Name. The second is to add the last name in the text box. Once you completed both tasks click the Go button.



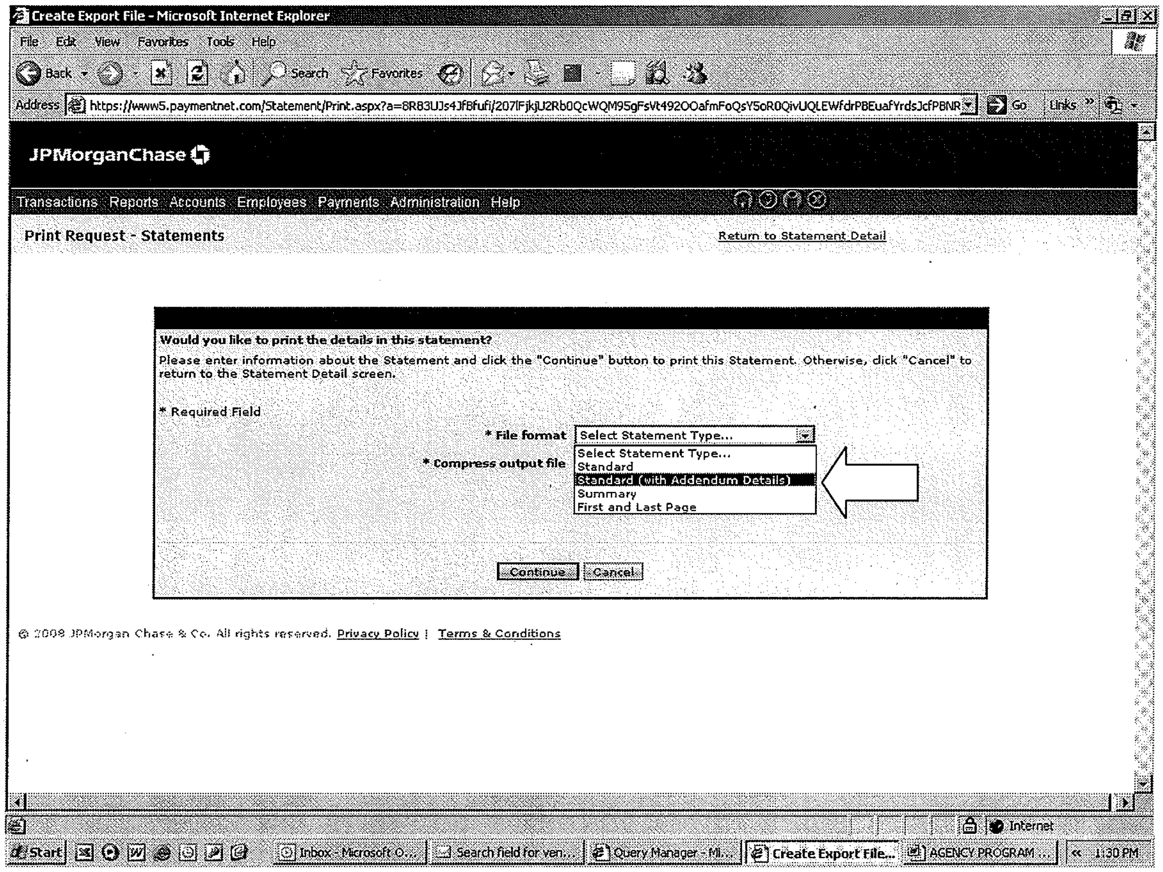
Once you have the cardholder information showing in your list click the paper icon under the Statement heading. This will take you to the Statement Detail screen.



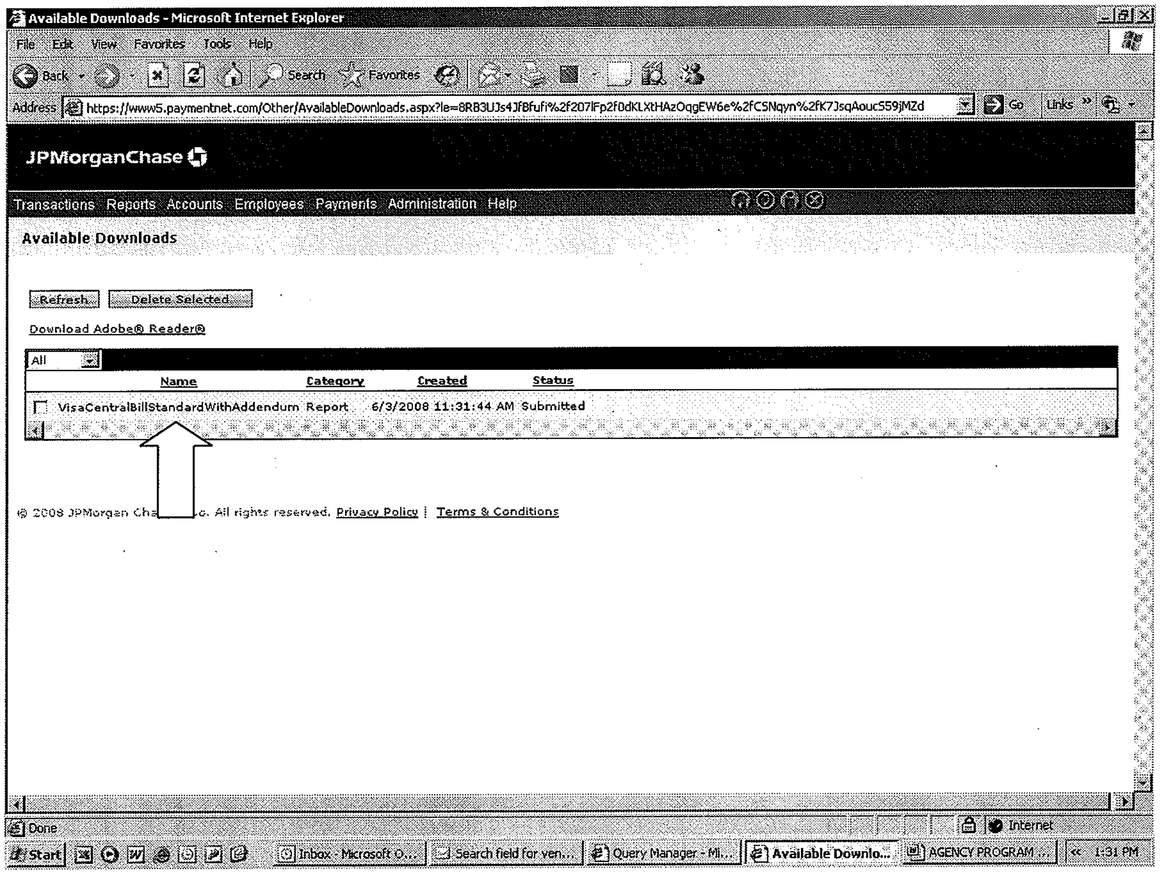
The Statement Detail screen is shown below. The most recent statement information is shown on the screen. If you need to see a past statement just change the Billing Date to the necessary statement and the screen will refresh with that statement's information being shown.



Once you have the needed statement to print click on the Submit Print Request button. The Print Request – Statements screen will be shown. Change the File Format to Standard (with Addendum Details). This will provide a statement with any Tire 3 information if provided. Click the Continue button to submit the print request.

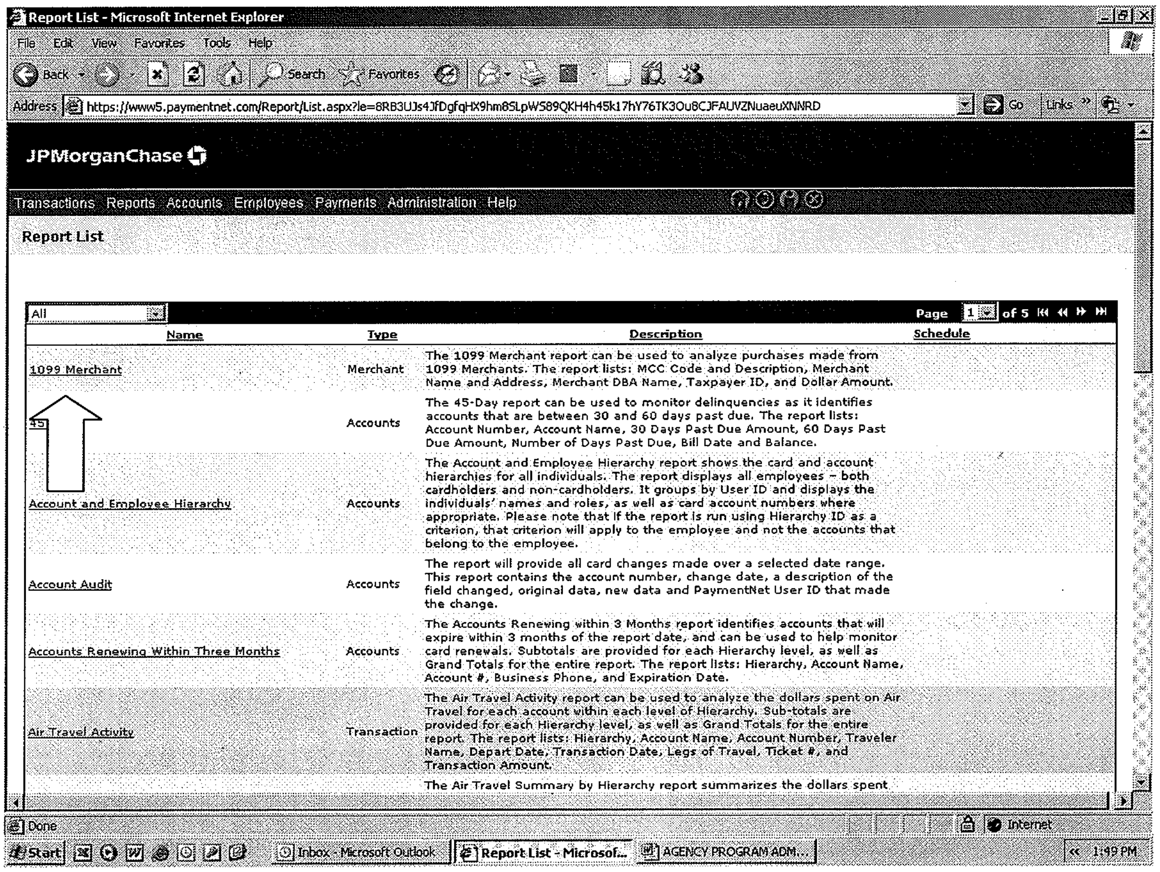


Once the print request has been submitted the Available Downloads screen will be seen. Click the Refresh button until the status is Successful. Once the status is successful the name of the report will become a clickable link with the extension .PDF. Click the link and the PDF of the statement will open.

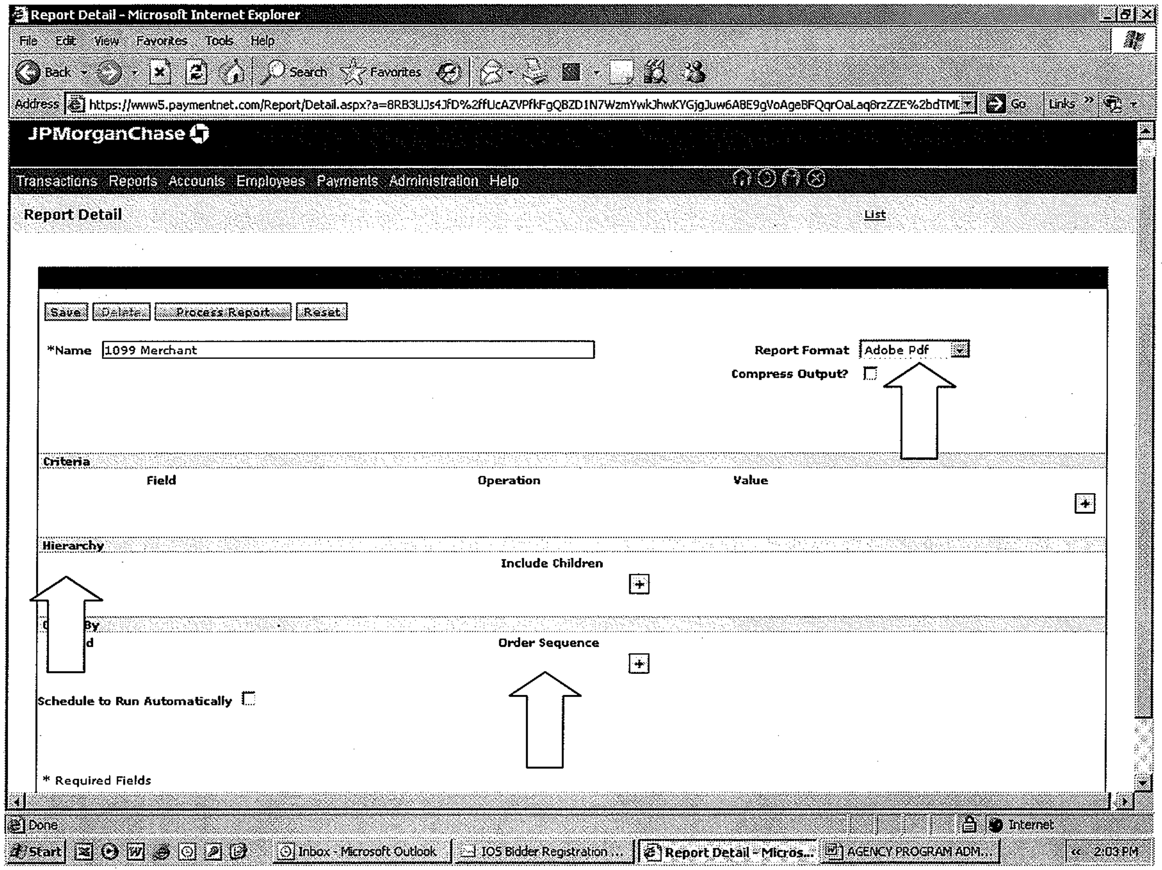


Reports

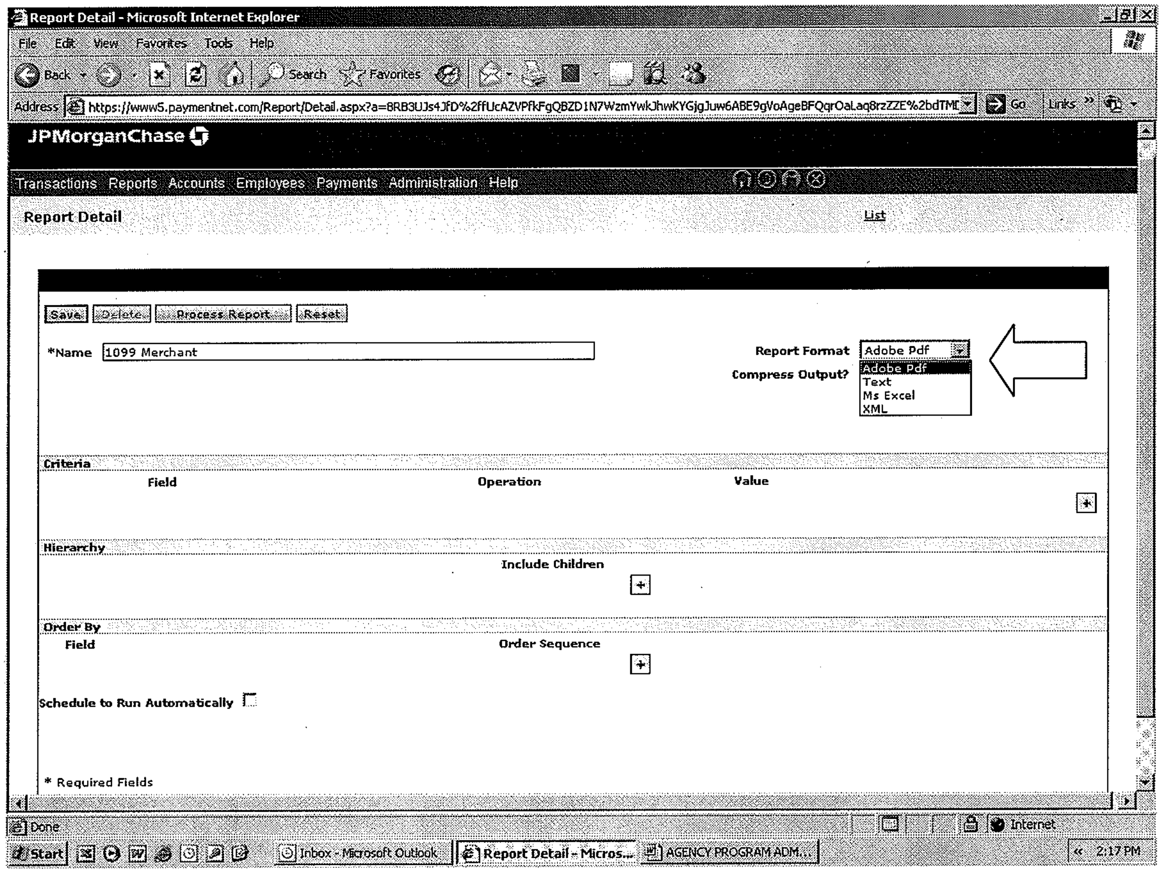
The PaymentNet system has 80+ available reports and the ability to query the system. The following instructions will show how to select and run the available reports. After the instructions a list of recommended reports will listed. Navigate to Reports > Create. This will list by name all of the available reports. The report listing also provides a description of the information provided by the report. Search for the report that will provide the information needed. Once the report has been found click on the report name link.



The following screen will be seen. This screen allows the user to request the format in which the report will be produced, the accounts listed in the report and the order the report is created.

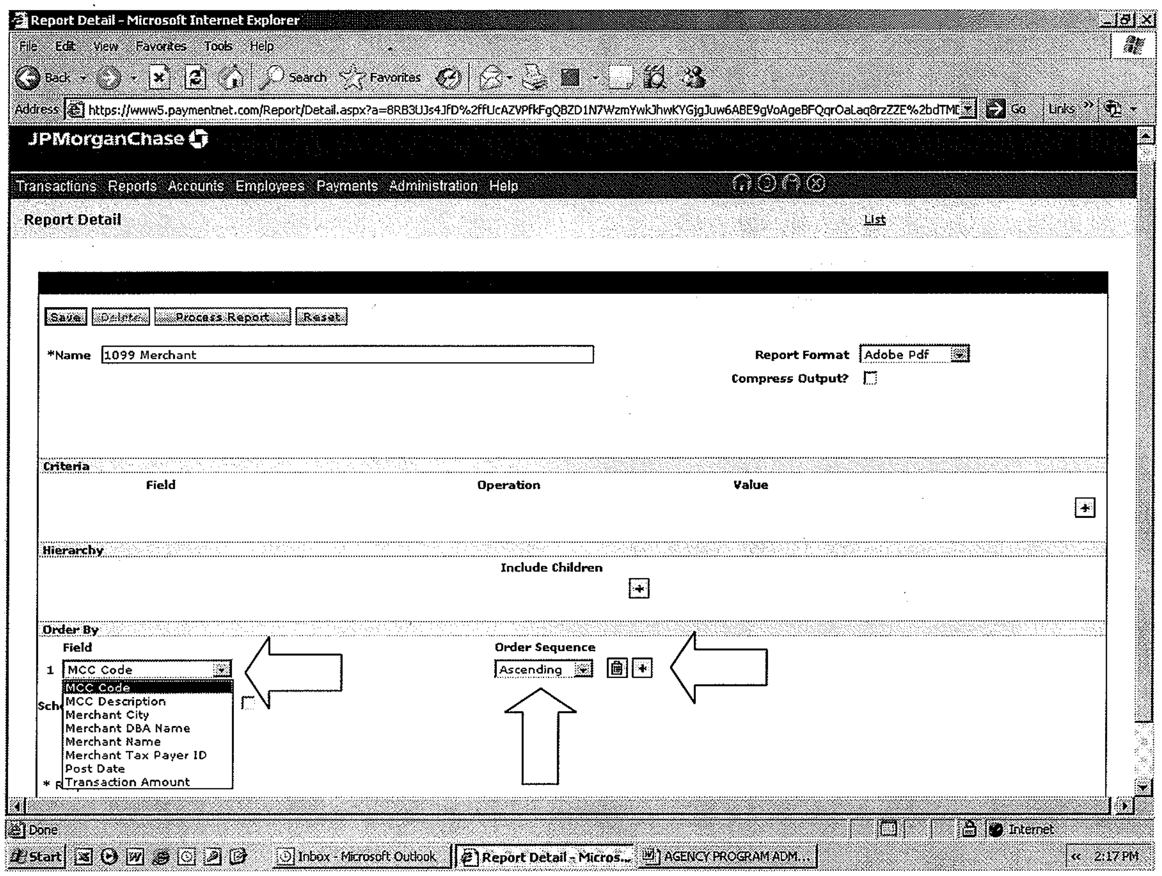


On the Report Detail screen first choose the format in which the report will be created. The reports can be in PDF, Excel, Text and XML. We suggest either Excel or PDF with Excel being the best choice. Click on the Report Format down button change the format to the format needed. The default is always PDF.

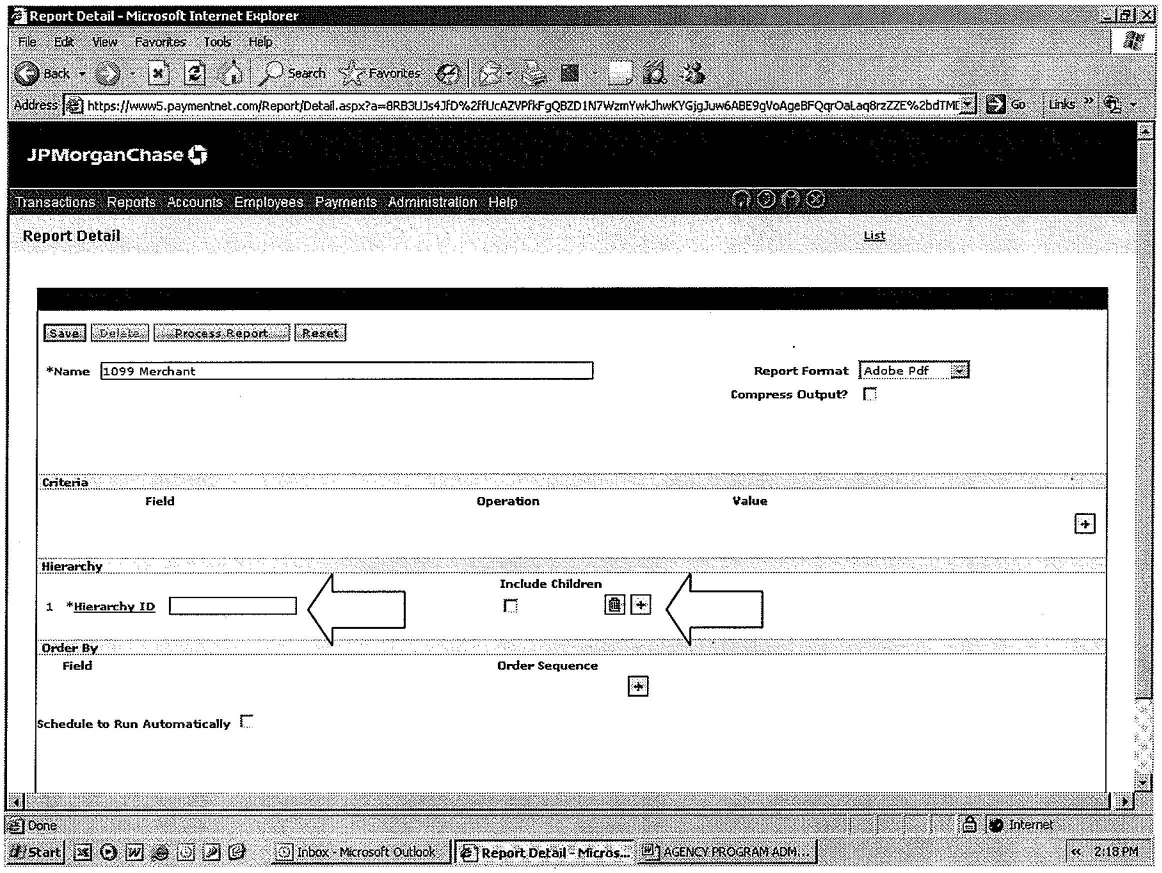


For each report created the ability to choose the order by which the report will be sorted. If a report is needed sorted by last name of a cardholder or the MCC codes for the purchases this can be done.

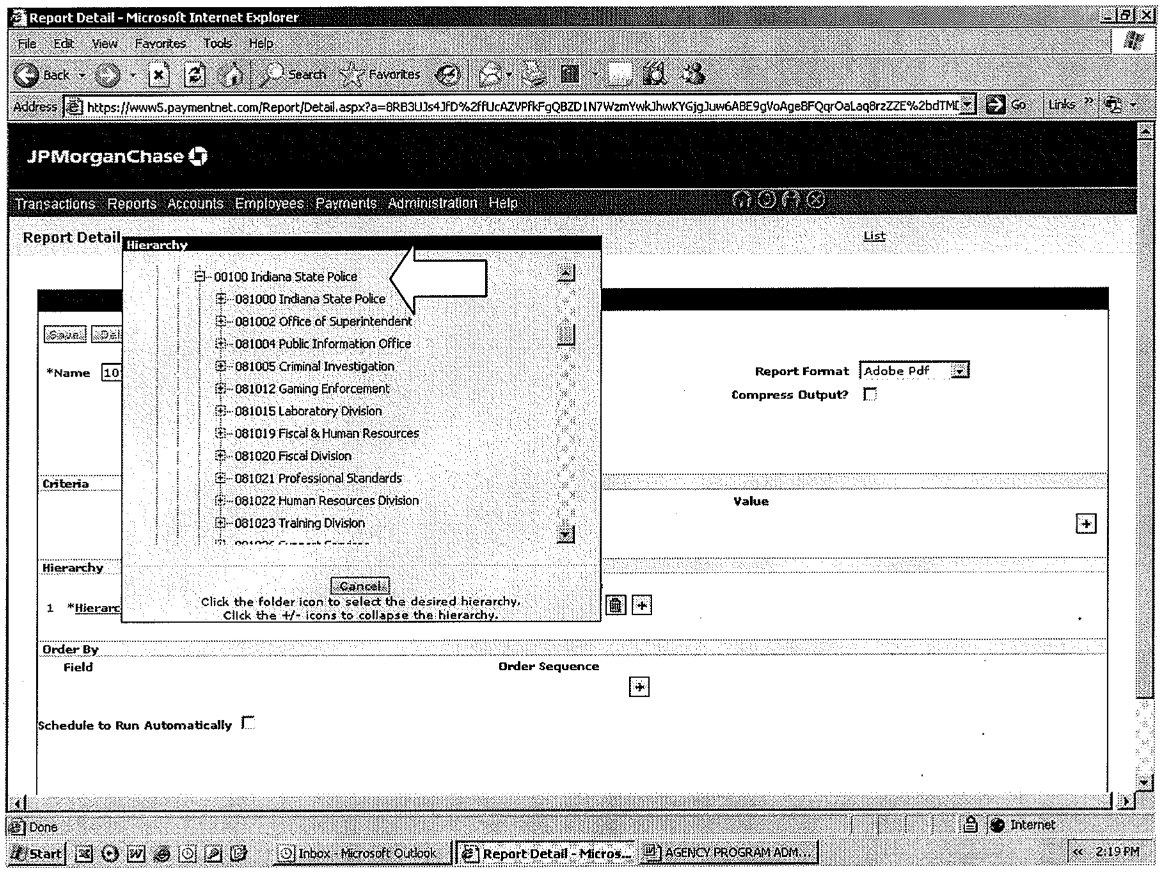
In the Order By section click the + box to gain access to all of the fields that can be used for the ordering of the report. Next click on the down button of the Field to select the field by which the report should be ordered. Next select the Order Sequence of either Ascending or Descending.



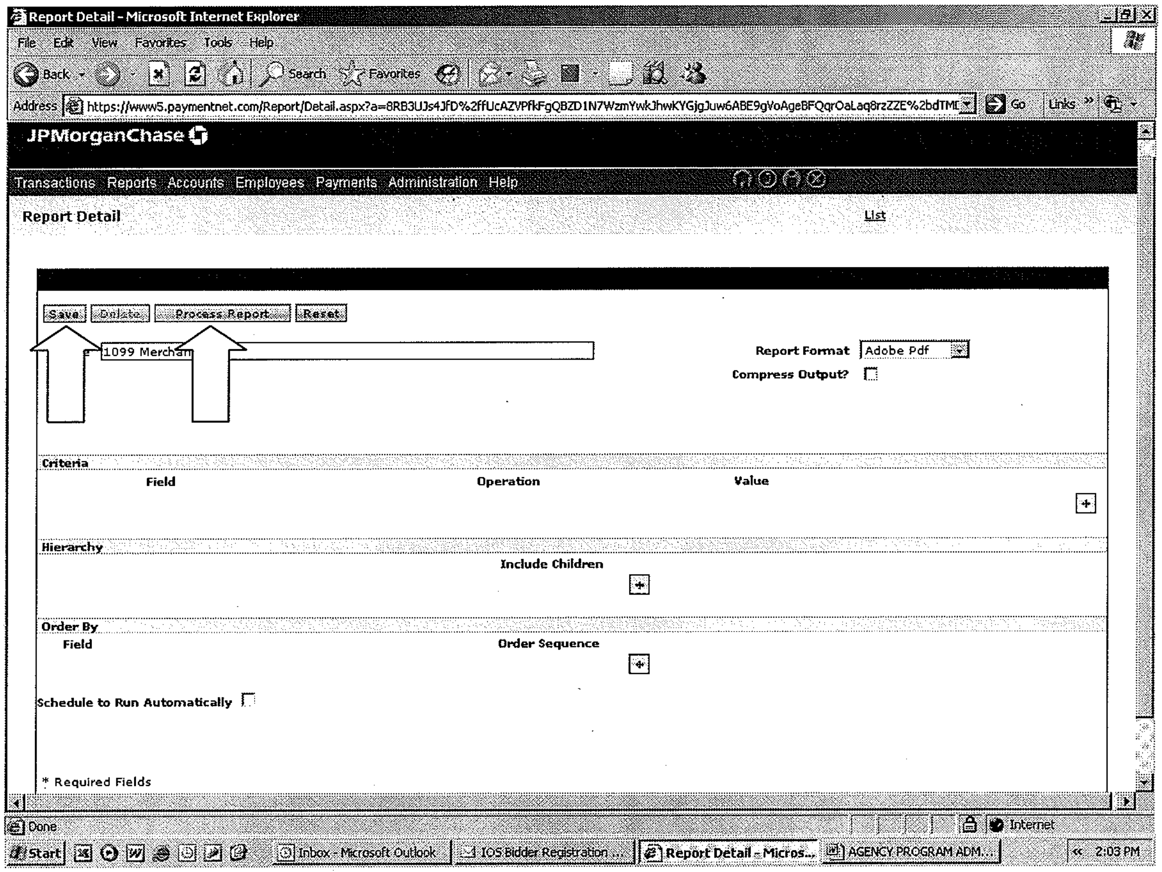
If necessary a report can be run by the Agency's Hierarchy in PaymentNet. Not all agencies have a hierarchy set. To create a report by a specific portion of the agency hierarchy click the + in the hierarchy section. This will open up the Hierarchy ID box.



To access the list of available hierarchy click the Hierarchy ID link. A pop-up window will show all of the available hierarchy sections the user has available. If the selection has another level of information a + sign will be next to the name. To access this information just click the + sign and it will expand. To choose a selection click the name and it will populate in the Hierarchy ID section.



Once you have added all of the criteria for the report click the Process Report to run the report. If this is a modification that is needed more than once click the Save button first to save this as a report that can be run as often as needed.



Once the report has been submitted to be run by clicking the Process Report link the user will see the Available Downloads screen. Click Refresh every so often until the Status for the report shows Successful and the Name changes to a click able link. To obtain the report just click the link and the report will open in the requested format.